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for

SYSTEM FOR REMOTELY MANAGING BULK PRODUCT STORAGE

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Title Of Invention

SYSTEM FOR REMOTELY MANAGING BULK PRODUCT STORAGE

Prior Application

[0001] Applicant claims priority benefits under 35 U.S.C. §119(e) of U.S. Provisional Patent Application Serial No. 60/267,249 filed February 8, 2001.

Field Of The Invention

[0002] The invention relates to a system for remotely managing bulk product storage in at least one storage location.

Background Of The Invention

[0003] Management of bulk product storage differs from management of the storage of unit products, such as discreet products like televisions, or pencils, in three key areas: measurement of the quantity of the stored product, and replenishment of the stored product, and participant roles.

[0004] Measuring the quantity of unit products stored requires inventorying the products that are to be managed. Televisions, chairs and the like may be readily inventoried as individual units. Other items may be inventoried in the packaging unit in which they are to be distributed and sold. Thus, an office supply distributor might inventory paper in units of pallets, a down chain office supply retailer might inventory the same paper in more convenient units of boxes, and the office manager of an end consumer office may inventory the same paper in

reams. Significant is that each inventory unit is capable of being hand counted. Automated inventory management tools extend that capability.

[0005] Bulk products, such as oil, coal, or grain, are inherently inconvenient or impossible to measure by eye and require different inventory methods than counting definable units. Inventorying individual units is too arduous or impossible. Since, bulk products are often needed, and thus sold, in quantities of related to physical measurements, such as volume, and weight they are often inventoried as such using specialized equipment.

[0006] Replenishment of stores of bulk products are usually made by large delivery vehicles purpose built and maintained. Tanker trucks and fuel barges are common sights on roadways and waterways. These bulk product carriers are solely dedicated to transporting one product during that haul unlike carriers for unit products who may mix their cargo to reach maximum capacity. Thus, trucks or barges filled with unit products may transport several different products, such as furniture and televisions, until all usable cargo space has been filled. Mixing cargo increases the unit product carrier's efficiency and profit margin.

[0007] However, bulk product carriers are limited to transporting one bulk product during that haul. Additionally, health and safety regulations, issued by regulatory authorities, limit the ability of carriers to change the type of bulk product carried by individual pieces of equipment. Thus, for example, a carrier who places one a tanker truck in service for fuel oil may not subsequently use that truck for carrying milk or potable water. Consequently, bulk product carriers have a great need to increase the efficiency of their operations as well as managing the storage of bulk products.

[0008] Participant roles in the ownership and replenishment of bulk product stores may be often different than with those of unit quantities. Replenishment of unit quantities generally occurs at the request of the downstream purchaser. Complex business interrelationships between supplier and consumer, such as Just-In-Time delivery, have been employed to create greater efficiency in the delivery and replenishment process.

[0009] However, replenishment of a bulk product may not occur at the request of the downstream purchaser. Further, a bulk storage facility may be owned by a supplier, yet located on the property of the product consumer, such as the heating tank in a home that is supplied by a fuel dealer. In such instances, the home owner may simply have contracted to have a steady supply of heating oil delivered by the dealer. Thus, the home owner may never read the tank gauge and replenishment may occur at estimated intervals rather than when needed.

[0010] What is desired, therefore, is an effective system and method for remotely managing bulk product storage.

Summary Of The Invention

[0011] Accordingly, it is an object of the invention to remotely manage bulk product storage more efficiently and accurately.

[0012] Another object is to provide controlled access to the information collected on each storage location.

[0013] A further object is to make the functions of remotely managing bulk product storage available over the internet or wireless communications.

[0014] These and other objects of the invention are accomplished by the provision of a system for providing remotely managed bulk product storage.

[0015] In one embodiment, the system for remotely managing bulk product storage in a storage location includes a computer accessible by a plurality of users; a measurer for measuring the storage level of a bulk product; a data processor associated with the measurer permitting recording of the storage level; a communicator associated with the measurer permitting communication with the computer; an access interface associated with the computer; at least one communications network permitting communication by a user to the computer and permitting communication with the computer by the communicator associated with measurer, a database accessible by the computer containing a plurality of data associated with the storage location; and a plurality of functional software modules executing on the computer for enabling a plurality of users to selectively manipulate the plurality of data associated with the storage location; including an administrative software module for enrolling storage locations and administering the system, a management software module for querying the database, a scheduling software module for scheduling the system, an authorization software module for securing the system.

Brief Description Of The Drawings

[0016] Figure 1 is a diagram of a system **10** for remotely managing bulk product storage at a storage location in accordance with one embodiment of the invention.

[0017] Figure 2 depicts the administrative software module **30** of system **10** in accordance with one embodiment of the invention.

[0018] Figure 3 depicts the data capture software module **40** in accordance with one embodiment of the invention.

[0019] Figure 4 depicts the management software module **50** of system **10** in accordance with one embodiment of the invention.

[0020] Figure 5 depicts the monitoring software module **60** of system **10** in accordance with one embodiment of the invention.

[0021] Figure 6 depicts the authorization software module **90** of system **10** in accordance with one embodiment of the invention.

[0022] Figure 7 illustrates an embodiment of granting user **11** authorized access to system **10** in accordance with one embodiment of the invention.

Detailed Description Of The Drawings

[0023] Figure 1 is a diagram of a system **10** for remotely managing bulk product storage in one storage location in accordance with one embodiment of the invention. System **10** includes one or more users **11** capable of using system **10**, a computer **12**, one or more databases **14**, bulk product **16** at a storage location **20**, a communications network **17**, an access interface **18** associated with computer **12**, one or more software modules **30, 40, 50, 60, 90**, and one or more software applications executing on computer **12**.

[0024] Remotely managing bulk product storage using system **10** in accordance with the invention in a storage location **20** may include monitoring, communicating, exchanging information, and/or performing acts that affect or result in the decision making process that augments, exhausts, manipulates, con-

siders, or in some other way affects the quantity of bulk product **16** at the storage location **20**.

[0025] Bulk product **16** is defined broadly for this invention in both its form and application and exceeds the dictionary definition of "bulk product." When used in the singular, the term is equally applicable to the plural.

[0026] Bulk product **16** may be liquid such as fuel stored in home or industrial tanks for heating or distribution. Bulk product **16** may be solid such as highway deicing salt at a maintenance depot, grain stored in a silo, or processed cereal stored in quantity for packaging in boxes familiar to supermarket shoppers. Bulk product **16** may also be waste products such as husbandry effluent stored in holding tanks for environment compliance.

[0027] The term "bulk product" is also applicable when bulk product **16** comprises two or more discrete products that are stored so as to constitute one product even though they are separable; such as aforementioned cereal, or oil and water, or differently graded aggregate.

[0028] The term "bulk product" is further applicable when bulk product **16** is a fungible product; i.e. one that is readily interchangeable with a similar product or by its nature when stored with like product becomes irreversibly miscible; for example electricity stored in a fuel cell, or unrefined petroleum in a salt dome storage facility as are common in the Gulf Coast area. Other uses and/or applications to materials, products or items that will benefit from the invention are also envisioned to be within the invention.

[0029] Storage location **20** is defined broadly for this invention and exceeds the dictionary definition of "storage location." When used in the singular, the term is equally applicable to the plural.

[0030] Storage location **20** may be any type of location used to store bulk product **16**. It may be stationary. Examples of this kind are the tank hold of a residential oil heating tank or propane tank; the tank hold of a tank in a tank farm as commonly used by petroleum distributors; storage shed in a highway maintenance depot; and basin hold of a water reservoir.

[0031] However, storage location **20** may also be movable, such as the hold of a barge carrying bulk products. Storage location **20** may be temporary, such as an aggregate or cement store at a construction site.

[0032] Other types of storage locations are also envisioned in accordance with the invention. As for example, in one embodiment, storage location **20** is a delivery vehicle that comes to replenish bulk product **16** at another storage location **20**, for example a tanker truck replenishing a fuel oil tank.

[0033] Storage location **20** may also be a plurality of locations used to store bulk products **16**. Thus, storage location **20** may be all tank holds of all tanks in a tank farm. In such a case, a plurality of the combined quantity of bulk product **16** of tank holds may be important.

[0034] Measurer **21** provides measurement **2110** of bulk product **16** in storage location **20**. Measurer **21** may be any one or plurality of devices and/or means used to measure the level of the storage of bulk product **16**. For example, a pivoting swing arm float level measuring device and/or means capable of converting analog movement to digital signals may be suitable for a fuel tank.

Weight and/or laser quantity measurement device and/or means may be suitable for solid bulk products. Pressure measurement device and/or means for a liquefied-gas tank may be suitable for bulk products normally in the gaseous phase at atmospheric pressure. Quantity evacuation measurement device and/or means such as flow meters may be appropriate for storage locations such as water reservoirs that are subject to draw down and variable inflow. Measurer **21** may be any other device and/or means now known or yet to become known for measuring storage levels.

[0035] Further, measurer **21** may have certain advantageous features associated with it. Thus, it may be self-contained, i.e. remote battery operated device; be self-activating, self-initiating, and-or self-charging. Therefore, in one embodiment, the measurer **21** is self-activating and initiates contact with computer **12** through associated devices and/or means. Such activation may occur upon a specific time, passage of time, level of bulk product **16**, or upon a signal initiated by the delivery of bulk product **16**. To preserve battery life, measurer **21** will normally be in the low power deactivated or in the sleep mode.

[0036] Associated with measurer **21** is data processor **23**. Data processor **23** processes measurement **2110**. This may occur by instructing measurer **21** to make a measurement, storing measurement **2110**, and/or manipulating measurement **2110** in association with an event or any other process. Data processor **23** may include electronic and logic features capable of recording a plurality of measurement **2110** and executing a variety of advantageous features. Such advantageous features may include being able to associate a plurality of measurement **2110** with other references or data. In one embodiment, data processor **23** associates measurement **2110** with a temporal and/or sequential reference generated by a timer associates with data processor **23**.

[0037] In another embodiment, data processor **23** associates measurement **2110** with a plurality of data signal received from transponders of deliverers, such as delivery vehicles. These signal may be both predetermined, such as identification, and non-predetermined, such as quantity of bulk product **16** delivered. Data processor **23** may further associate measurement **2110** with a predetermined level of particularity to such a delivery and/or deliverer depending on the need of any type of user **11**.

[0038] In yet another embodiment, data processor **23** has the ability to compare measurement **2110** with a predetermined storage level, and creating a triggering event. Further, data processor **23** and other means and methods that allow utilizing, and relating collected data to measurement **2110** and/or other data, such as a triggering event.

[0039] Data processor **23** may be a flash-memory card, a hard drive as commonly used on computers, a punch card recorder, a biochemical recorder system, or any other device capable of recording data; it may further be a computer, of any size or shape, to perform higher level functions, such as determining from measurement **2110** the relative value of miscible gas components. In one embodiment, data processor **23** may be comprised of a memory capable of storing a plurality of measurement levels **2110**. In another embodiment, data processor **23** is additionally capable of recognizing, storing, and/or manipulating data other than measurement **2110**, such as delivery date, delivery means, and other data by including a transponder in data processor **23**. It will be seen by someone skilled in the art that it is possible to configure data processor **23** to perform an almost unlimited variety of processing tasks associated with system **10**.

[0040] Computer **12** may be of any type of computing device capable of performing the functions described herein. Computer **12** may be a personal

computer, minicomputer, mainframe, supercomputer, web server, or an aggregation of computers in a distributed computer network, or a combination thereof. The computer may be physically located anywhere convenient or expeditious to system **10** or as required by law, regulation, or contract.

[0041] Database **14** preferably is a database that is generally known in the art and capable of storing a plurality of files. The invention also encompasses a single database and/or multiple databases; relational, non-relational and/or unique type of database.

[0042] It will also be seen by a person skilled in the art that a distributed processing network may be substituted for any part of computer **12** or database **14** or work in conjunction with computer **12** or database **14**.

[0043] User **11** in system **10** may be an employee or agent of fuel distributor; employee or agent of delivery systems; administrator; manager; researcher, customer service personnel; regulator; accrediting organization; insurer and/or re-insurer; escrow agent; system administrator and/or manager; computer technician; accountant, vendor; subcontractor; and any other person or entity for whom authorized access to the system **10** will be beneficial. Similarly, user **11** in some circumstances may be a computer or computer system that is needed or beneficial for the system **10** or for another user **11**, such as the computer of a user's insurer or governmental agency needed for necessary interactions such as regulatory matters. It will also be seen by one skilled in the art, that where one user **11** is shown a plurality may be appropriate, such as when one user **11** is shown, a committee may be appropriate, or a consultant firm, and is included in term "user".

[0044] In one embodiment, user **11** is an employee or agent of a regulatory organization such as a governmental agency charged with environmental protection and compliance. In that instance, the user **11** is monitoring the storage location **20** for regulatory compliance.

[0045] In another embodiment, user **11** is an employee or agent of an entity needing to site fungible products in a storage location **20** that may already have similar fungible bulk product **16**. In that instance, the user **11** will also have need to monitor and authorize the removal of bulk product **16**.

[0046] In another embodiment, user **11** is an employee or agent of an entity managing the trading of bulk product **16** or the retention of bulk product **16** in escrow.

[0047] In another embodiment, user **11** is an employee or agent of an entity operating an exchange for trading of storage potential of storage location **20**. Additional users **11** may be purchasers, investors, speculators, sellers, and/or those storing bulk product **16** in storage location **20**.

[0048] It will be readily seen by one skilled in the relevant art that each user **11** can be provided authorized access, or conversely denied authorized access, to any part or the entire of system **10** according to level or levels or based on individual need or benefit. Access is the capability for the usage of system **10** as represented by the functional software modules of computer **12**. Users **11** are given authorized access that may include limitations or qualifications. Qualified access may not be full access, for example qualified access to system **10** may be limited in scope and time and determined uniformly or individually.

[0049] It is also readily apparent that the criteria determining, establishing, modifying, withdrawing, or disabling such authorized access can be made ahead of time, and based on one or more factors; such as the function of user **11** or the need of system **10**, frequency of that function or need, regulatory compliance, or other reasons.

[0050] Conversely, criteria for determining, establishing, modifying, withdrawing, or disabling authorized access can be determined at the time the issue of the access provided to user **11** to system **10** arises. It is equally apparent that alerting, monitoring, analysis, and/or recordation of the use, misuse, and/or abuse of the authorized access privilege may be continuous, intermittent, and/or random and include features that hinder, prevent, or deny opportunity for misuse or abuse of the authorized access privilege. Other features that secure the integrity of system **10** may also be incorporated into system **10**. Associated with computer **12** is access interface **18**. As used herein, access interface **18** is either hardware or software that permits user **11** and communicator **22** to access the system **10** from a plurality of computer and/or communications protocols. Thus, access interface **18** may be a modem connected to communications network **17**. Access interface **18** may also be any other device or devices capable of connecting and communicating with user **11** and/or with communicator **22**. It will be apparent to one skilled in the art that access interface **18** can also be a communications portal, such as a web portal.

[0051] Associated with measurer **21** is communicator **22**. Communicator **22** may be a modem connected to one or more communication networks **17** or any other device capable of connecting and communicating over one or more communication networks **17** now known or to be developed. Communication network **17** may be a wireless voice or data network; a radio receiving, transmitting, or paging network; or a combination thereof, such as Point-to-Multipoint

Wide Area Network (WAN), wireless local loop (WLL), or other network types known or to be developed. Preferably, a computer network is linked to communications network **17**. Communicator **22** may also be directly linked to computer **12** where this communications network **17** is the direct link. Further, communication network **17** may be a plurality of networks and/or communication devices and/or means.

[0052] For example, user **11** may wish to instruct the communicator **22** to perform a device calibration and integrity check. Thus, the communications network **17** may include a computer network link from user **11** to computer **12** and a wireless network link from computer **12** to communicator **22**.

[0053] The communication integration software **19** operates on computer **12**. Communication integration software **19** permits user **11** and communicator **22** utilizing disparate platforms to communicate with the system **10**. Disparate platforms are the result of using differing architectures related to hardware and/or software standards employed on microelectronic devices. For example for computers, Digital UNIX maybe the operating system employed on a computer with an Alpha central processor, Hewlett-Packard's HP-UX on a PA-RISC central processor, IBM AIX on a PowerPC based central processing unit, Sun Microsystems' Solaris operating system on a SPARC workstation. Disparate protocols that user **11** or communicator **22** may use also include wireless protocols of varying types; for example: Code Division Multiple Access (CDMA), Carrier Sense Multiple Access/Collision Avoidance (CSMA/CA), Time Division Multiple Access (TDMA), Lightweight & Efficient Application Protocols (LEAP), Global System for Mobil Communications (GSM). Similarly, the disparate protocols may be related to proprietary and patented standards such as Blackberry or Wireless Application Protocol (WAP) or may be related to Side Band Automatic Meter Reading protocols.

[0054] Preferably, the communication integration occurs through software executing on the computer **12** that receives various inputs through the communications network **17** for integrating various types of networks, such as Wireless LANs, portable computing clients, or other types of networks known or to be developed. However, the communication integration may also occur through software for interpreting data encoded utilizing an open standard such as the Extensible Mark-up Language (XML). It may also occur through hardware and/or software capable of integrating user **11** and communicator **22** communication protocols for use in accessing the system **10**.

[0055] In another embodiment, system **10** includes monitor **25**. Monitor **25** may be the capability of detecting AC power loss detection or water in the basement alarm, measuring fuel oil burned operation, monitoring burner efficiency, home smoke detectors and alarms, carbon monoxide detectors and alarms, glass break detection and alarm, intrusion detection and alarm, air quality monitoring, regulatory compliance monitoring, and/or any other device, means, or system now known or to be invented and suited for the type of monitoring performed, and an interface or interfaces that connect to data processor **23**.

[0056] Figure 2 depicts the administrative software module **30** of system **10** in accordance with one embodiment of the invention. Pre-authorized user **11** accesses computer **12** of system **10** through communications network **17**, access node **1810** of access interface **18**, and communication integration software process **1910** of communication integration software **19** and is authorized. User **11** completes the necessary enrollment request **3010** of administrative software module **30** to enroll a storage location **20** by disclosing a plurality of storage location data, such as storage potential and means to contact communicator **22** of storage location **20**. Request **3010** along with the information that user **11** provided is processed by request process **3011** which creates storage location file

3012 and storage location authenticator **3014**. Both are stored on database **14** so that they are associated with each other. Storage location authenticator **3014** will grant appropriate access to the system **10** to data processor **23** which stores a copy of storage location authenticator **3014**.

[0057] Figure 3 depicts the data capture software module **40** in accordance with one embodiment of the invention. Data capture software module **40** of computer **12** is initiated upon instruction from user **11** or upon triggering from another software module and contacts and communicator **22** by sending data request **4010** through communications integration process **1910** of communications integration software **19** and access node **1810** of access interface **18**. In response, data processor **23** via communicator **22** sends authenticator **3014** by return path and data processor **23** and measurer **21** are authenticated by computer **12** through the use of authenticator **3014**. At that time, measurer **21** may be instructed to make a measurement **2110** or instructions may be issued by computer **12** to access storage measurement level data and/or other data previously saved by the data processor **23**. The requested information is formatted into data file **4011** stored by data processor **23** is sent by communicator **22** and is forwarded to data capture software module **40**. Transmission handler **41** copies data file **4011** to a file repository of database **14** where the data can be backed up and restored. Transmission handler **41** then forwards data file **4011** to data extraction module **42**. Data extraction module **42** parses data file **4011** for relevant information and saves the information in a predetermined form in record file **4012**. Relevant information for record file **4012** may be any relevant information deemed useful by user **11** and may be predetermined. Data-loading module **48** saves record file **4012** to database **14**.

[0058] In one embodiment, contact with data capture software module **40** is initiated by the data processor **23** associated with measurer **21**. Such con-

tact may be the result of a delivery of bulk product **16** and subsequent triggering of a new measurement **2110** by measurer **21**. It may also be the result of scheduled data requests.

[0059] Figure 4 depicts the management software module **50** of system **10** in accordance with one embodiment of the invention. Pre-authorized user **11** accesses computer **12** of system **10** through communications network **17**, access node **1810** of access interface **18**, and communication integration software process **1910** of communication integration software **19** and is authorized. User **11** completes query request **5010** of management software module **50**. Query builder interface **51** submits query request **5010** to the query builder **52** which queries database **14** for such files as the set of record file **4012**. Query builder **51** then retrieves result set **5012**. Result set **5012** is formatted by data formatter **53** into result file **5014** and forwarded to user **11** via query result interface **54**.

[0060] Further management software module **50** includes scheduling software module **55** of system **10** in accordance with one embodiment of the invention. Pre-authorized user **11** accesses computer **12** of system **10** through communications network **17**, access node **1810** of access interface **18**, and communication integration software process **1910** of communication integration software **19** and is authorized. User **11** completes schedule request **5510** of scheduling software module **55** to initiate a scheduled activity. Such a request would typically include identification of the storage location scheduling data and any other information deemed pertinent information. Scheduler **56** saves schedule request **5510** to database **14**. Upon the scheduled instance in schedule request **5510**, scheduling software module **55** passes an instruction file to data capture software module **40** to trigger the module to capture the requested data.

[0061] Schedule request **5510** may also be a request for scheduling software module **55** to trigger the creation of a report according to one or more predetermined queries at predetermined times. Thereby, upon the scheduled instance in schedule request **5510**, scheduling software module **55** passes an instruction file to management software module **50** to create query request **5010** within the predetermined parameters of schedule request **5510**. In one embodiment, software module **50** includes an accounting software, such as accounting module, that allows for generating billing and remittances, including credit card authorizations. Such accounting software may further have the ability to calculate and determine an annual-averaged bill on a periodic basis.

[0062] In one embodiment, software module **50** includes reporting software, such as reporting module, that according to a predetermined protocol report send the results of a query, result file **5014**, via communication network **17** in the form of an e-mail, a fax, or a voice mail message, or generate a web page, such as an active server page, ftp, or any other method.

[0063] Associated with management software module **50** is delivery analysis software module **70**. Delivery analysis software module **70** may include one or a plurality of software modules, such as route optimization, geographical information and/or positioning systems, personnel management, and/or any other software and/or system that allow further management and/or reporting of data associate with system **10**, preferably but not necessarily limited to data associated to the delivery and/or replenishment of bulk product **16** of storage location **20**.

[0064] In one preferred embodiment, software module **70** includes a route optimization software, such as route optimization module, that permit deliveries to be scheduled according to threshold storage levels of bulk product **16**.

[0065] In one embodiment, software module **70** includes a geographical information system or an access interface to such a system and would be accessible over communications network **17** through the Internet, via wireless web enabled system, an/or any other convenient device and/or means. The geographical information system would associate geographical positions of storage locations, geographical positions of deliverers to known geographical data. Available and useful data may be transportation routes such as roadways, pipelines, and waterways, and their relative levels of congestion. Associated with that data in geographical information system may be route limitations, such as bridge weight or clearance limits, waterway limits on hazardous material shipment and/or other data useful and/or pertinent. Through this system,

[0066] In one embodiment, software module **70** includes a personnel management system that has the ability to schedule personnel within the limitations set by regulatory authorities, such as 49 CFR 350.

[0067] It will be seen by someone skilled in the art that other management and software modules may be included.

[0068] Figure 5 depicts the monitoring software module **60** of system **10** in accordance with one embodiment of the invention. Pre-authorized user **11** has previously enrolled storage location **20** in system **10** and created monitoring file **6010** which has been saved to database **14**. Monitoring file **6010** may include all such information user **11** finds useful to be monitored. For example, if user **11** is a fuel oil distributor who has entered into an exclusive supply contract, the distributor may wish to guard against rogue deliveries. Distributor user **11** enrolls the storage location **20** for bulk product **16**, a tank hold, and installs measurer **21**, data processor **23**, and communicator **22** associated with storage location **20**. Distributor user **11** then completes monitoring file **6010** which monitoring soft-

ware module **60** saves to database **14**. Monitoring process **61** then forwards instruction file **6110** to data processor **23** using the communications path of communication integration software process **1910** of communication integration software **19**, access node **1810** of access interface **18**, and communication network **17** to communicator **22**. Data processor **23** saves instruction file in its memory. When bulk product **16** is filled, it causes measurer **21** to take measurement **2110** which measurer **21** forwards to data processor **23**. Data processor **23** is so configured that it recognizes that measurement **2110** exceeds parameters set in instruction file **6110**. Data processor **23** configures a result file, file **2310**, and by return path to computer **10** sends file **2310** along with previously-stored storage location authenticator **3014**. Monitoring software module **60** then analyzes file **2310** and sends an alert **6120** to user **11** informing him that the parameters created in monitoring file **6010** have been exceeded. User **11** the may take action or further use system **10** such as accessing data base **14** by creating queries and analyzing results further.

[0069] Figure 6 depicts the authorization software module **90** of system **10** in accordance with one embodiment of the invention. Authorization software module **90** secures system **10** by managing the authorization and granting of authorization with and/or without human intervention of a system administrator. Unauthorized user **11** accesses computer **12** of system **10** through communications network **17**, access node **1810** of access interface **18**, and communication integration software process **1910** of communication integration software **19**. User **11** who requests authorization receives qualified access to system **10** from authorization software module **90**. Using the qualified access and using system **10**, user **11** completes the necessary authorization request **9010**, such as an application, and/or specific professional, and biographic information. Request **9010** along with the information user **11** provided is processed by request process

9011 which creates user file **9012** and authenticator **9014**. Both are stored on database **14** so that they are associated with each other.

[0070] If user **11** is approved by a verification process, user **11** will be issued authenticator **9014** that will grant appropriate access to the system **10**. Authenticators that may be employed for a user **11** are known to be password, passcode, voice recognition, smart card technology, or biometric recognition. The appropriateness of assigning the type of authenticator **9014** can be determined according to standards understood by one skilled in the art and predetermined by the institution and/or in compliance with external constraints.

[0071] The authorization process may include a proscribed verification process that may be attuned to the information supplied and/or level of access sought. The process for verifying the information is determined through available means and channels, such as record databases external and internal to the system **10**.

[0072] Figure 7 illustrates an embodiment of granting user **11** authorized access to system **10**. User **11** accesses computer **12** of system **10** through communications network **17** and access node **1810** of access interface **18** and communication integration software process **1910** of communication integration software **19**. Upon request of computer **12** user **11** provides previously issued authenticator **9014**. Computer **12** verifies authenticator **9014** through authentication process **9016** which queries database **14** for a copy of authenticator **9014**. Upon verification computer **12** grants access by access process **9017** or upon failure to verify denies access at denial process **9018**.